

Bringing Scheduling into View: A Look at the Business of Sign Language Interpreting

Pamela F. Collins



“The needs of communities served by interpreters continue to grow. By learning more about the everyday scheduling experiences of both interpreters and interpreter schedulers, we might better tailor scheduling tasks to address the needs of both, with the ultimate aim of better serving clients.”

- Pamela F. Collins (2014)



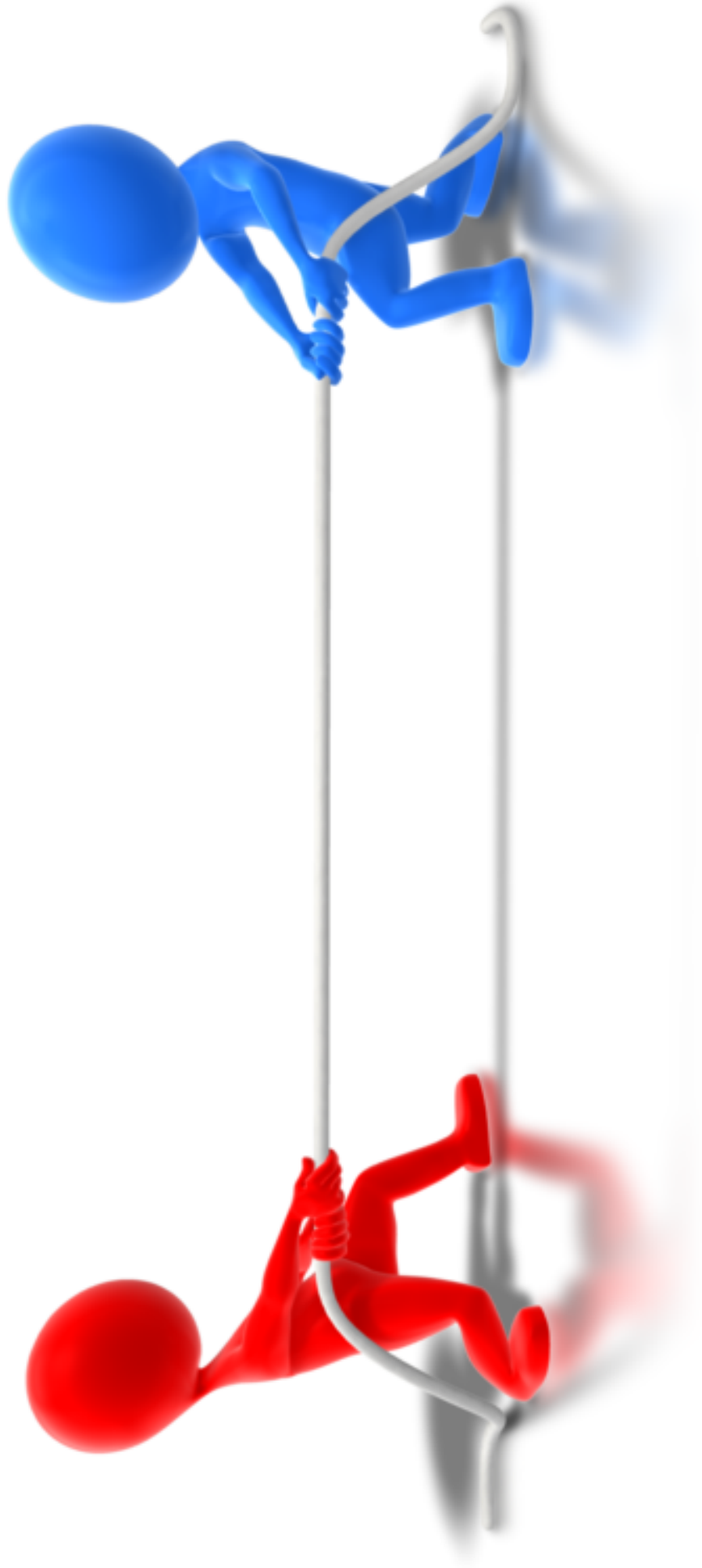


Street Leverage





Dueling Roles?



“The interpreters, I think, feel that schedulers has something against them sometimes, ‘putting me on whatever I don’t want to do’. Or scheduling always feels [that] interpreters look down on them.”

*“ ... We need to come up with a guideline book to really guide day-to-day what a scheduler truly does ... we definitely follow the same Code of Ethics by RID as far as confidentiality – but other than that – no. I don’t know many of the other rules **because it is for interpreters, not us.**”*

“ ... I think that schedulers in general, their primary motivation is to fill the assignment. And interpreters’ primary motivation is job satisfaction and wanting to feel as though they are set up for success and that they go into an assignment well prepared and well versed and knowing what to expect within reason of course...”



Houston, We've Got a Problem

